

ABSTRACT

A method and system for facilitating resolution of engineering and business issues is provided which comprises an issue component for identifying the issues to be resolved, an inquiry component for facilitating collection of client information relevant to the issue

5 component to facilitate definition of the issue component, a knowledge base comprising data and information for facilitating assessment of the client information; and a solution base for compiling assessments and recommendations from the knowledge base and for reporting the assessments and recommendations to a client. In addition, the system can include a network for communicating the client information to the knowledge base and for communicating the assessments and recommendations to the client. The knowledge base comprises an artificial intelligence engine for assessing the client information, wherein the artificial intelligence engine is configured for comparing the new issue with an existing issue within a database to determine if similar, and thus provide a recommendation associated with the existing issue, and for breaking down the new issue into smaller components for further comparison if the existing issue is not similar to the new issue to thus provide a suggestion associated with said smaller components. As a result, an optimal set of suggestions and recommendations can be provided for a given engineering or business issue or problem. In addition, in accordance with another aspect of the present invention, the above method can be further broken down into smaller elements and sub-elements to provide a more detailed analysis. In addition, the method and
20 system can be suitably utilized to resolve various ergonomic engineering issues.